

Community and Culture

The principal purpose of the Service is to:

Working together to support our communities to realise their potential by enhancing access to learning, leisure, culture and housing.

The Service employs 216 FTE

The Service faces the following significant challenges:

Implementation of the Leisure and Libraries Trust.

Sustainability of MacMillan Cancer Information and Support Service once MacMillan funding runs out in March 2018.

Increasing demands associated with implementation of new legislative requirements of the Community Empowerment (Scotland) Act and Community Justice (Scotland) Act.

Supporting adult jobseekers with mental health issues to improve their employability.

Supporting a programme of school sport competition.

Delivering the Strategic Housing Investment Plan (SHIP).

The difference the Service makes:

The Service contributes to the following Business Outcomes:

BO02	Lifelong participation in sport and physical activity are increased	£2,735,597
BO03	Prevention and support reduces homelessness	£1,968,038
BO06	Quality culture, archives, libraries and museums are provided to promote wellbeing	£1,756,361
BO15	Argyll and Bute is open for business	£118,439
BO22	Adults are supported to realise their potential	£601,869
BO26	People have a choice of suitable housing options	£709,102
BO33	Information and support are available for our communities	£540,516
	Central Management Costs	£184,553
		£8,614,475

Community and Culture Success Measures

SM Code	Outcome success measures	Target	Timescale	Benchmark
BO02	Lifelong participation in sport and physical activity are increased			
CC02_01	Number of visits to council gyms.	22,000 per quarter	Quarterly	Internal benchmark: 20,000
CC02_02	Number of visits to council pools.	70,000 per quarter	Quarterly	Internal benchmark: 68,000
CC02_03	Number of extracurricular sport opportunities for schools.	260 per term	Annual	247 Active Schools Scotland
CC02_04	Number of young people gaining Sports Leadership and Coaching Awards.	175 qualified senior pupils	Quarterly	150 Active Schools Scotland
BO03	Prevention and support reduces homelessness			
CC03_01	The percentage of clients leaving the Housing Support Service with a planned approach.	80%	Quarterly	Internal benchmark: 70
CC03_02	The percentage of positive homeless prevention interventions (prevent 1).	70%	Quarterly	LHS 70%
BO06	Quality culture, archives, libraries and museums are provided to promote wellbeing			
CC06_01	Number of visits to council owned and/or funded museums.	45,000 per quarter	Quarterly	Internal benchmark: 43,000
CC06_02	Number of times libraries are used by outside agencies.	120 per quarter	Quarterly	Internal benchmark: 100
CC06_03	Number of visits to libraries.	72,000 per quarter	FQ4 2017/18	Scottish national quartile benchmark: 85,000
CC06_04	Number of archive enquiries.	130 per quarter	Quarterly	Internal benchmark: 120
BO15	Argyll and Bute is open for business			
CC15_01	Maintain regular information updates and monitoring for the 6 SOA delivery plans.	6 per quarter	Quarterly	Internal benchmark: 6

	SM Code	Outcome success measures	Target	Timescale	Benchmark
BO22		Adults are supported to realise their potential			
	CC22_01	Number of participants in activities that improve literacy and numeracy levels.	110 per quarter	Quarterly	Internal benchmark: 100
	CC22_02	Number of adults accessing Community Based Adult Learning.	325 per quarter	Quarterly	Internal benchmark: 300
BO26		People have a choice of suitable housing options			
	CC26_01	Number of new affordable homes completed per annum.	100	FQ4 2017/18	LHS 80
	CC26_02	Number of empty properties back in use per annum.	25 per annum	FQ4 2017/18	LHS 25
	CC26_03	Amount of income generated by Welfare Rights.	£2.5m per year	Quarterly	Internal benchmark: £2.3m
BO33		Information and support are available for our communities			
	CC33_01	Number of capacity building support sessions given to community groups.	360 per annum	Quarterly	Internal benchmark: 300

Community and Culture Service Improvements

	Improvement Action	Completion date	Source of improvement	Source detail
BO02	Lifelong participation in sport and physical activity are increased Introduce new Scottish Swimming Framework across Leisure Service pools	October 2017	Other	Partnership agreement with Scottish swimming and the aquatics plan.
BO05	Information and support are available for everyone Develop, launch and promote an Argyll and Bute Community Action Plan toolkit	June 2017	Digital Action Plan	
BO08	The third sector has increased capacity to support sustainable communities Improve digital capacity of community groups, through digital training and promotion of digital tools for use by community groups.	March 2018	Digital Action Plan	
BO22	Adults are supported to realise their potential Increase the number and range of SQA basic accreditations achieved at Level 2 and 3	March 2018	Other	CLD Partnership Plan.
	Increase the number of adult learners who improve their financial capability through digital skills	March 2018	Other	Money Skills Argyll project.
BO26	People have a choice of suitable housing options Complete a review of the communication strategy for housing information and advice.	September 2017	Other	Local Housing Strategy
BO30	We engage with our customers, staff and partners Introduce improved opening hours within our libraries	June 2017	Other	Based on feedback from the opening hours survey.
BO31	We have a culture of continuous improvement Implement online booking capability for all suitable functions provided by Leisure Services	October 2017	Other	Leisure System project implementation plan.
BO33	Information and support are available for our communities			

Improvement Action

Completion date

Source of improvement

Source detail

Complete the marketing action plan for Leisure Services.

September 2018

Other

Short term marketing consultants assisting with project.
